Ministry of
Attorney General
and Ministry of Public Safety
and Solicitor General

2018/19 – 2020/21
SERVICE PLAN

February 2018

For contact information and hyperlinks to additional information about the Ministry of Attorney General and the Ministry of Public Safety and Solicitor General, see page 24.

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Attorney General Accountability Statement

The *Ministry of Attorney General and Ministry of Public Safety and Solicitor General 2018/19 - 2020/21 Service Plan* was prepared under my direction in accordance with the *Budget Transparency and Accountability Act*. I am accountable for the basis on which the plan has been prepared.

Honourable David Eby, QC
Attorney General
February 2, 2018

Minister of Public Safety and Solicitor General Accountability Statement

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Honourable Mike Farnworth
Minister of Public Safety and Solicitor General
February 2, 2018

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Purpose of the Ministries

The Ministry of Attorney General and the Ministry of Public Safety and Solicitor General share the vision of a safe, secure, just and resilient British Columbia. The ministries work together to administer justice, deliver public safety services and programs, and provide legal advice to government.

The Ministry of Attorney General is responsible for the following program areas: administrative, civil and family justice services; court services; family maintenance enforcement; legal advice and services to government; legal aid; prosecution services; protection and promotion of human rights; gaming regulation and enforcement; and liquor licensing, enforcement and distribution.[1]

The areas of responsibility of the Ministry of Public Safety and Solicitor General are: policing and law enforcement; correctional services; restorative justice; crime prevention; victim services; coroners services; civil forfeiture; criminal record checks; private security industry regulation; cannabis legalization and regulation; road safety; emergency management, including planning, preparedness, mitigation/prevention, response and recovery; flood protection and mitigation; fire prevention and safety; consumer protection; and guide dog and service dog certification.[2]

Strategic Direction and Alignment with Government Priorities

The ministries share the same goals and objectives for the justice and public safety sector, as identified in this joint service plan, and work together to achieve them. Through these goals and objectives, the ministries provide a strong foundation for government's key priorities of making life more affordable, delivering the services that people count on, and building a strong, sustainable, innovative economy that works for all British Columbians. The specific objectives identified in this service plan that align with government's priority of delivering the services that people count on are identified below.

Government Priority	**The Ministry of Attorney General and the Ministry of Public Safety and Solicitor General align with this priority through:**
Delivering the services people count on	• Increased access to justice through streamlined business practices, technology and alternative service delivery models (Objective 1.1); • Strengthened engagement with Indigenous[3] leadership, organizations and communities in creating better outcomes for Indigenous people across the justice and public safety sector (Objective 2.1); • Strengthened prevention, protection and support for victims of crime, and marginalized and vulnerable women and children (Objective 2.2); • Improved public safety for all British Columbians (Objective 2.3); and • Increased public confidence in the justice and public safety sector (Objective 4.1).

[1] The Crowns, agencies, boards, commissions and other tribunals for which the Attorney General is responsible are summarized in Appendix B.
[2] The Minister of Public Safety and Solicitor General is also responsible for a number of agencies and boards (see Appendix B) and the Combined Forces Special Enforcement Unit – British Columbia (see Appendix C).
[3] The term Indigenous as used throughout this document includes all people of Indigenous ancestry, including First Nations, Métis and Inuit.

The ministries are strongly pursuing improvements throughout the justice and public safety sector, working in collaboration with leaders, participants and stakeholders across the sector. This commitment is consistent with the direction provided by Premier John Horgan in his July 2017 ministerial mandate letters to the Attorney General, David Eby, and the Minister of Public Safety and Solicitor General, Mike Farnworth, and is reflected in this service plan.

Work throughout the sector is being informed by increasing engagement with Indigenous leadership and communities to build stronger relationships and improve health and wellbeing outcomes for Indigenous peoples across British Columbia. The ministries are committed to applying an Indigenous lens to support culturally responsive and relevant policies, programs and services that address the unique needs of Indigenous peoples. This is consistent with government's commitment to true, lasting reconciliation and implementation of the United Nations Declaration on the Rights of Indigenous Peoples and the Calls to Action of the Truth and Reconciliation Commission.

Strategic Context

Numerous factors affect the ministries in delivering their responsibilities and shape the priorities of the justice and public safety sector, including:

- The ongoing dialogue on the need to improve access to justice;
- The opioid public health emergency;
- Federal government plans to legalize cannabis;
- Mental health and addiction issues demanding increasing resources and enhanced coordination of services;
- Over-representation of Indigenous people in the sector;
- Violence against women;
- Guns and gang violence;
- Organized crime and gang involvement in illegal gambling and money-laundering in gambling facilities;
- Increasing vehicle crashes and traffic injuries;
- Increasing service delivery demands and costs;
- Court decisions impacting service delivery, including timeliness of service;
- Rapidly changing technology and demand for digitized services;
- Federal government commitments that impact the province;
- Constitutional and legislative requirements;
- External audits, reviews and commissions of inquiry;
- The impact of climate change as it relates to emergency preparedness (i.e., an increase in the number and duration of floods and wildfires); and
- The likelihood of catastrophic earthquakes along the coast of British Columbia.

The ministries are committed to a justice and public safety sector that is fair, protects people, has the public's confidence, and is innovative, sustainable and accountable. This demands:

- Strategic alignment between budgets, investments and sector goals and objectives;
- Efficient, accessible and affordable operations and service delivery;

- Effective governance structures;
- Impartial, independent decision making;
- Management of the risks associated with innovation; and
- Tracking and reporting on performance for accountability.

Goals, Objectives, Strategies and Performance Measures

The Ministry of Attorney General and the Ministry of Public Safety and Solicitor General adopted and continue to work toward the goals developed by British Columbia's Justice and Public Safety Council, as set out in the *Strategic Plan for the Justice and Public Safety Sector, April 2014 – March 2017* and reaffirmed in the third annual update to the plan released in March 2017. This sector-wide strategic plan and the subsequent updates were developed by the Council based on a wide range of advice, consultation and recommendations obtained through semi-annual Justice Summits held with leaders, participants and stakeholders across the justice and public safety sector in British Columbia. The goals identified by the Council are essential to the health of the sector.

> To maintain trust, we must ensure fairness. We must protect people, especially those who are most vulnerable. We must manage the sector in an innovative and sustainable way and, finally, we must ensure that the public has confidence in the integrity of the sector.
>
> *Strategic Plan for the Justice and Public Safety Sector, April 2014 – March 2017*

The ministries also support the objectives identified by the Council; however, for the purposes of this service plan, more specific and measurable objectives have been developed.

For each objective included in the plan, at least one indicator of performance has been identified. These measures represent only a few of the many potential indicators of performance. Measuring the performance of justice and public safety programs and processes is complex. Long-term outcomes are affected by many factors and are not under the exclusive control of any one program area or ministry.

Work is underway to increase the capacity of the sector to report on performance to improve accountability and transparency. As part of this work, the ministries will engage with Indigenous leadership and organizations to develop indicators of Indigenous justice and wellbeing outcomes.

Goal 1: The justice and public safety sector in British Columbia is fair

Objective 1.1: Increased access to justice through streamlined business practices, technology and alternative service delivery models

Key Strategies:

- Improve support of legal aid, including Indigenous legal services, dispute resolution services for families, and expanded poverty law services;
- Work to reduce court delays through increased numbers of court sheriffs, expanded use of duty counsel, and increased staffing of the Court Services Branch;
- Continue implementation of the Comprehensive Disclosure Strategy – a partnership between the Ministries of Attorney General and Public Safety and Solicitor General – with the goal of

achieving more effective and efficient management of disclosure across the criminal justice system;

- Support the Civil Resolution Tribunal, Canada's first online tribunal to hear strata and small claims cases and reach binding decisions enforceable as a court order;
- Continue tribunal transformation for more effective and efficient administrative tribunal services;
- Work to improve the family court process, rules and forms to strengthen efficiency and effectiveness in Provincial Court;
- Support justice access centres, which feature an integrated approach to helping clients reach early and affordable solutions to their family and civil justice issues;
- Continue and expand the Justice Innovation and Transformation Initiatives delivered by the Legal Services Society (i.e., Expanded Criminal Duty Counsel, Expanded Family Duty Counsel, the enhanced Family LawLINE, and the Parents Legal Centre);
- Strengthen enforcement of child and spousal support orders through the Family Maintenance Enforcement Program;
- Implement recommendations in the *Lower Fraser Valley Regional Plan Court Capacity Expansion Project Final Report*, including construction of a new 14 room courthouse in Abbotsford (see page 22);
- Increase videoconferencing for rural, remote and Indigenous communities; and
- Continue implementation of the first phase of the Road Safety Initiative, designed to improve public safety through greater police efficiency, and create more effective and efficient processes that are more accessible for citizens.

Performance Measure: Child and family support payments recovered through the Family Maintenance Enforcement Program

Performance Measure:	2012/13 – 2016/17 Baseline[1]	2017/18 Forecast	2018/19 Target	2019/20 Target	2020/21 Target
1.1a Average child and family support payments per case per year recovered through the Family Maintenance Enforcement Program	$5,007	$5,107	$5,209	$5,313	$5,420

Data Source: Results for this measure are derived from the Family Maintenance Enforcement Program Case Management Application, Ministry of Attorney General. Results are calculated as total payments per fiscal year divided by the total number of cases. A case is defined as a court order for support with a payor and a recipient

[1] The baseline for this measure is the average for the five-year period from 2012/13 to 2016/17.

Linking Performance Measures to Objectives:

The Family Maintenance Enforcement Program (FMEP) is a free service of the Ministry of Attorney General that increases access to justice by assisting families and children entitled to maintenance (child support and spousal support) under maintenance orders or agreements.

Discussion:
A key outcome measure for the FMEP is the average payments per year to families enrolled in the program. Targets for the measure are based on trend analyses of program data.

The program was responsible for the administration of an annual average of 41,672 cases during the baseline period of 2012/13 to 2016/17, including necessary enforcement measures to ensure payment of child and family support. Case management activities are carefully tracked, including enrolment of cases, payments, enforcement measures taken (administrative and court) and communications with clients.

Goal 2: The justice and public safety sector in British Columbia protects people

Objective 2.1 Strengthened engagement with Indigenous leadership, organizations and communities in creating better outcomes for Indigenous people across the justice and public safety sector

Key Strategies:

- Implement the Calls to Action of the Truth and Reconciliation Commission that are relevant to the work of the ministries, and review policies, programs and legislation to bring into action the United Nations Declaration on the Rights of Indigenous Peoples;
- Work with the BC Aboriginal Justice Council to develop an Indigenous Justice Strategy to reduce the over-representation of Indigenous people involved in the justice and public safety sector[4];
- Support the provincial work on the social determinants of health, led by the First Nations Health Council;
- Enhance the Aboriginal Liaison Program, in recognition of the importance of culture in rehabilitation and recovery, through increased resources and support, standardization of the program, and building stronger relationships to ensure that programs are community driven;
- Create memorandums of understanding with First Nations to support the reintegration of Indigenous people being released from custody and/or under community supervision who are returning to their communities;
- Begin implementation of Intercultural Safety Training in the justice and public safety sector, targeting contracted services, direct service providers and other ministry staff;
- Continue collaboration between the BC Coroners Service and the First Nations Health Authority and support the Declaration of Commitment to Cultural Safety and Humility;
- Maintain BC Coroners Service's specific data release and partnership with the First Nations Health Authority on illicit drug overdose death data for B.C. First Nations and conduct aggregate data reports and death review panels focussed on First Nations peoples;
- Provide comprehensive mortality data and analyses to the First Nations Health Authority and First Nations communities to inform community-based initiatives that support wellness and safe communities;

[4] In September 2017, a Memorandum of Understanding was signed by the co-chairs of the BC Aboriginal Justice Council and the Province to develop an Indigenous Justice Strategy.

- Report annually on the provincial government's response to the BC Missing Women Commission of Inquiry recommendations;
- Coordinate provincial response and support of the work of the National Inquiry into Missing and Murdered Indigenous Women and Girls;
- Support First Nations policing;
- Support the federal-provincial-territorial Justice Framework to Address Violence Against Indigenous Women and Girls;
- Implement the Specialized Courts Strategy, including conducting analyses of Indigenous court models and the Aboriginal Family Healing Court Conference pilot program in New Westminster, led by the Ministry of Children and Family Development;
- Explore ways to improve access to justice in the North and in remote Indigenous communities, including increased use of alternative dispute resolution in child welfare matters rather than the court process;
- Support the Native Courtworker program and Indigenous legal clinics;
- Maintain the Child Protection Mediation Program, which provides an option for mediation as an alternative to court in order to resolve child welfare matters;
- Maintain the bi-lateral agreement with the federal government, Indigenous and Northern Affairs Canada, and Emergency Management BC to provide First Nations communities with the full range of emergency management services that local authorities receive, including preparedness, mitigation/prevention, response and recovery; and
- Recognize the unique needs of First Nations with regard to emergency management, and leverage their knowledge of historical emergency hazards and mitigation strategies.

Letters of intent to create memorandums of understanding between BC Corrections and First Nations

Performance Measure:	2016/17 Baseline	2017/18 Forecast	2018/19 Target[1]	2019/20 Target	2020/21 Target
2.1a Total number of letters of intent to create memorandums of understanding (MOUs) between BC Corrections and First Nations to support the successful reintegration of Indigenous people returning to their community and/or remaining connected to their community.	0	1	2	3	4

Data Source: Results for this measure are derived from the Corrections Branch, Ministry of Public Safety and Solicitor General.

[1] Note that the targets are cumulative (i.e., one additional letter of intent to create an MOU per year).

Linking Performance Measures to Objectives:

Supporting the successful reintegration of Indigenous people returning to their community and/or remaining connected to their community contributes to the objective of creating better outcomes for Indigenous people across the justice and public safety sector.

Discussion:

On June 8, 2017, BC Corrections entered into an agreement with Sts'ailes First Nation to support the successful reintegration of clients as they return to their Sts'ailes community. This agreement is the first of its kind for BC Corrections and is part of an ongoing commitment to improve outcomes for

Indigenous clients. Continuing to build these agreements with First Nations communities is a priority for the justice and public safety sector.

MOUs with First Nations outline the process to work with each client and the community to facilitate reintegration, including release planning for those in custody and collaborative supports for those under community supervision, through engagement with community resources and the provision of ongoing support to the community. The letter of intent to create an MOU signals the initiation of a process that may take many months to complete.

To build a platform for the development of subsequent MOUs with First Nations communities, BC Corrections will continue to engage with Indigenous leadership, organizations and communities, by reviewing policies and practices with Indigenous partners in the community.

Objective 2.2: Strengthened prevention, protection and support for victims of crime, and marginalized and vulnerable women and children

Key Strategies:

- Enhance the existing continuum of victim services and violence against women programs across B.C. to better support victims who experience domestic violence, sexual assault and other crimes;
- Support domestic violence prevention and intervention measures, such as Domestic Violence Units, Domestic Violence Courts, domestic violence programming in Corrections, the Protection Order Registry, and the #SaySomething social media and radio campaign;
- Support the Memorandum of Understanding Regarding Stopping Violence Against Aboriginal Women and Girls signed in June 2014 by the Province, the First Nations Summit, the Union of BC Indian Chiefs, the BC Assembly of First Nations, and the President of the Métis Nation of BC;
- Report annually on the provincial government's response to the B.C. Missing Women Commission of Inquiry recommendations;
- Release reports from BC Coroners Service's death review panels that specifically explore marginalized and vulnerable populations (e.g. panels on intimate partner violence, youth in care transitioning into adulthood, and First Nations youth and young adults);
- Support the National Inquiry into Missing and Murdered Indigenous Women and Girls, including operating a Family Information Liaison Unit with federal funding to support family members during the Inquiry; and
- Continue to implement and monitor Provincial Policing Standards.

Timeliness of Victim Financial Assistance claim adjudication

Performance Measure:	2016/17 Baseline	2017/18 Forecast	2018/19 Target	2019/20 Target	2020/21 Target
2.2a Average number of days to adjudicate claims for financial assistance from victims and others impacted by violent crime	88	85	85	85	85

Data Source: Results for this measure are derived from the Electronic Victim Information System, taking into account the dates claims were received and the dates they were completed, as well as the cases that remain outstanding.

Linking Performance Measures to Objectives:
This measure indicates the level of client service and system efficiency in administering the Crime Victim Assistance Program within the Ministry of Public Safety and Solicitor General under the *Crime Victim Assistance Act.*

Discussion:
The 2016/17 baseline for this measure represents adjudication of 99 per cent of claims received in that fiscal year. The baseline of 88 days for adjudication compares to a 326-day timeframe in Ontario in 2015/16, where approximately 400 fewer applications were received.

The targets are based on the 2016/17 baseline, the forecast for 2017/18, staffing levels and projections for the number of applications that will be received by the program. The 2017/18 forecast of 85 days and the subsequent year targets reflect an ambitious effort to maintain this high level of service in the face of increasing applications. The program forecasts that it will receive over 400 more applications in 2017/18 than in 2016/17, representing a ten per cent increase, for an estimated total of 4,500 applications in 2017/18. This growth trend is anticipated to continue into the future.

To determine claimants' eligibility for benefits, the ministry must obtain supporting information from third parties, such as police and medical professionals. This reliance on third parties to provide information results in the majority of claims being adjudicated within approximately two to three months; urgent cases requiring immediate assistance are expedited.

Objective 2.3: Improved public safety for all British Columbians

Key Strategies:

- Review viable recommendations from the Illegal Firearms Task Force for phased implementation planning;
- Increase support for initiatives that are proven to prevent and reduce crime;
- Develop an integrated, cross-sector, strategic approach to enhancing the use of restorative justice in B.C., and support the restorative justice community in delivering trauma-informed, victim-centric restorative justice programs;
- Administer the Crime Prevention and Remediation Grant Program through the following streams: crime reduction and community safety; Indigenous healing and rebuilding; serving victims through restorative justice; violence against women – domestic violence and sexual assault; human trafficking, sexual exploitation and vulnerable women in the sex trade; child and youth advocacy centres; and enhancing domestic violence units;
- Provide Community Accountability Program funding to support restorative justice;
- Support implementation of the Surrey Integrated Services Network and support the Surrey Wrap program;
- Ensure safe and secure correctional supervision, and provide evidence-based correctional programming;
- Establish a dedicated, multi-police agency operational task force focused on mid-level fentanyl traffickers;
- Develop tools to enhance police ability to interdict the supply of illicit drugs;

- Provide monthly aggregate reporting and analyses of overdose deaths and make evidence-based recommendations aimed at reducing the number of overdose deaths in the province;
- Pilot the use of full body scanners at four correctional centres;
- Lead the provincial government's planning for the safe implementation of legalized, non-medical cannabis;
- Enhance the BC Road Safety Strategy to engage stakeholders and develop strategies to reduce traffic injuries and fatalities;
- Increase intersection safety camera activation;
- Conduct Coroners Service investigations, surveillance and reporting into sudden and unexpected deaths, and individual and aggregate reviews of road-user fatalities, avalanches, drownings, child and youth deaths, and other topics;
- Conduct Coroners Service aggregate reviews of illicit drug overdose deaths to provide timely and accurate data to stakeholders and policy makers;
- Review recommendations from the independent review of British Columbia's anti-money-laundering policies and practices in the gambling industry, which will be completed by the end of March 2018; and
- Increase awareness among British Columbians of the risks of emergencies and disasters, such as floods, wildfires and earthquakes, through public awareness campaigns, and stakeholder and community engagement.

Crime rates

Performance Measure:	2016 Baseline[1]	2017 Forecast	2018 Target	2019 Target	2020 Target
2.3a Police-reported crime rates (*Criminal Code* offences per 1,000 persons)					
Violent crime[2]	11.4	10.6	10.6	10.6	10.6
Property crime[3]	50.0	50.8	50.8	50.8	50.8
Other crime[4]	16.0	15.7	15.7	15.7	15.7
Overall *Criminal Code* crime rate	77.4	77.1	77.1	77.1	77.1

Data Source: Crime rates are obtained through the Uniform Crime Reporting Survey. Every police agency across Canada participates in this annual survey, which is managed nationally by the Canadian Centre for Justice Statistics, a part of Statistics Canada. Crime rates are based on all police-reported violent crime, property crime and other offences, but do not include offences that are traffic, drug or federal statute related.

[1] The data are reported by calendar year. The most recent year for which data are available is 2016. The baseline rates have been updated since publication of the *2017/18 – 2019/20 Service Plan* based on updated Statistics Canada data.

[2] Violent offences include homicide, attempted murder, sexual and non-sexual assaults, firearm offences, robbery, forcible confinement or kidnapping, abduction, extortion, criminal harassment, uttering threats, threatening or harassing phone calls, and other violent offences.

[3] Property offences include the offence categories of theft, motor vehicle theft, possession of stolen property, trafficking in stolen goods, identity theft, identity fraud, breaking and entering, arson, mischief, fraud, and altering/removing/destroying a vehicle identification number.

[4] *Criminal Code* offences which are not violent or property related are classified as "other" offences. These include, but are not limited to: counterfeiting; offensive weapons; the possession or distribution of child pornography; gaming and betting; offences related to currency; disturbing the peace; and offences against the administration of justice.

Linking Performance Measures to Objectives:

Reducing crime is a priority of the justice and public safety sector and crime rates are tracked as an indicator of progress toward increased public safety for all British Columbians.

Discussion:
The crime rate is the number of *Criminal Code* offences (excluding drug crimes and traffic-related offences) reported for every 1,000 persons. It is a better measure of trends in crime than is the actual number of offences because it allows for population differences.

Many factors influence police-reported crime rates, including demographic changes, neighbourhood conditions, social and economic factors, public reporting practices, technological advancements, legislative amendments, local police service priorities, and social perceptions and attitudes towards certain crimes.

In 2016, after two years of consecutive increases, B.C.'s crime rate decreased; it went down by 0.9 per cent in 2016, from 78.1 to 77.4 offences per 1,000 population.

There was a 6.1 per cent decrease in the violent crime rate in 2016 (from 12.1 violent offences per 1,000 population in 2015 to 11.4 in 2016); this is the lowest B.C.'s violent crime rate has been since at least 1998.

The property crime rate increased by 0.9 per cent in 2016, while there was a 2.5 per cent decrease in the "other" crime rate.

Crime rates tend to fluctuate from year to year; however, the general trends over time in both Canada and B.C. showed a steady increase in crime rates from 1962 to 1991, followed by generally declining rates between 1992 and 2014, and more fluctuations in recent years. Given the recent fluctuations, the targets established for 2018 through 2020 are to maintain the rates forecasted for 2017.

Traffic fatalities and serious injury rates

Performance Measures:	2012-16 Baseline[1]	2017 Forecast[2]	2018 Target	2019 Target	2020 Target
2.3b Number of traffic fatalities per 100,000 population[3]	6.1	5.8	5.5	5.3	5.1
2.3c Number of serious traffic injuries per 100,000 population[4]	56.3	55.9	53.5	51.3	49.1

Data Source: Population estimates and projections are from BC Stats and are as of July 1st each year. Results are reported by calendar year rather than fiscal year. All numbers have been rounded to the closest tenth.

[1] The baselines for these rates are the average per year for the five year period of 2012 to 2016.

[2] The forecast rates for 2017 are based on the most recent available data. They are to be considered preliminary until the various data sources (Police, ICBC, BC Coroners Service, and Ministry of Health Discharge Abstract Database) have settled and been fully approved.

[3] Data on the number of traffic fatalities are from the Traffic Accident System (TAS) maintained by the Insurance Corporation of British Columbia. TAS Q3 2017.

[4] Data on serious traffic injuries are from the Ministry of Health Discharge Abstract Database. Serious injuries are defined as those requiring overnight hospitalization.

Linking Performance Measures to Objectives:
Reductions in traffic fatality and serious injury rates are indicators of progress toward increased public safety for all British Columbians.

Discussion:
As traffic fatality and serious injury rates are affected by random variations from year to year, trends in the rates are most meaningful when considered over the long term. The influence of factors external to government programs must also be taken into account. Despite these considerations, reductions in

traffic fatalities and serious injuries over the long term remain good indicators of road safety improvements.

The targets for these measures are based on annual reductions of three per cent from the 2017 forecasts.

Rate of traffic fatalities and serious injuries involving high-risk driving behaviours

Performance Measure:	2016 Baseline	2017 Forecast[1]	2018 Target	2019 Target	2020 Target
2.3d The number, per 100,000 population, of fatalities and serious injuries resulting from a crash where alcohol, drugs, speeding and/or distraction were assessed to be a factor[2]	32.7	30.3	29.1	27.9	26.7

Data Source: Population estimates and projections are from BC Stats and are as of July 1st each year. Results are reported by calendar year rather than fiscal year. All numbers have been rounded to the closest tenth. Police attend most crashes occurring on a public road that result in serious injuries or fatalities. At the scene of such crashes, police record on an accident report form (MV6020) the factors they believe influenced the crash and assess whether victims have serious or fatal injuries. Serious injuries are assessed by the officer and may differ from hospitalization counts. A fatality or serious injury with more than one of the high-risk driving contributing factors (alcohol, drugs, speeding and/or distraction) will be counted once for each incidence reported.

[1] The forecast rate for 2017 is based on the most recent data available, extrapolated from January to August actuals. It is to be considered preliminary until the data have settled and been fully approved.

[2] Data on the number of traffic fatalities are from the Traffic Accident System (TAS) maintained by the Insurance Corporation of British Columbia, TAS Q3 2017.

Linking Performance Measures to Objectives:

This performance measure is an indicator of success in protecting the public from high-risk driving behaviours.

Discussion:

Combatting the high-risk driving behaviours within the scope of this measure (alcohol, drugs, speeding and distraction) is a priority of the justice and public safety sector.

The targets for this measure are based on annual reductions of three per cent from the 2017 forecast.

Compliance rate with ID checking requirement for liquor sales

Performance Measure:	2016/17 Baseline	2017/18 Forecast	2018/19 Target	2019/20 Target	2020/21 Target
2.3e Percentage of inspected liquor licensees in compliance with ID checking requirements	81	82	84	85	86

Data Source: Results are based on records kept by the Liquor Control and Licensing Branch, Ministry of Attorney General. Liquor retailers and licensed establishments include: liquor stores (whether private or government-operated), rural agency stores, grocery stores selling wine on their shelves, manufacturers with on-site stores and liquor primary and food primary establishments (e.g. bars and restaurants). Special event permits are not included. This measure includes only the results of random inspections (as opposed to intelligence-based inspections), as random inspections provide results that are more representative of overall compliance rates.

Linking Performance Measures to Objectives:

Preventing the sale of liquor to minors is a key justice and public safety priority given the potentially devastating consequences of underage drinking, including risk-taking behaviours, violent or aggressive behaviour, alcohol poisoning and other health problems.

Discussion:
Under the authority of the *Liquor Control and Licensing Act*, the Minors as Agents Program employs minors to test whether liquor licensees and their staff are selling to minors. The program has been very effective in raising the rates of compliance with ID checking requirements; prior to its implementation, compliance was as low as 30 per cent.

The program initially targeted only liquor stores, but was expanded in 2012 to include all types of licensed establishments, and public and private liquor stores.

Goal 3: The justice and public safety sector in British Columbia is sustainable

Objective 3.1 Strengthened sustainability of the justice and public safety sector through increased efficiency of resource management and effective human resource planning

Key Strategies:

- Strengthen succession management in the sector to identify, attract and develop employees to fill critical positions and key roles needed now and in the future;
- Conduct a comprehensive operating review of the Insurance Corporation of British Columbia;
- Continue to implement innovative ways to move certain types of disputes out of courtrooms, such as the Civil Resolution Tribunal and the Immediate Roadside Prohibition Program, so that court resources may be reserved for the most serious matters;
- Promote better access to family justice services, especially for geographically remote locations, by expanding the use of Virtual Initial Needs Determination in family justice centres and justice access centres throughout the province;
- Support implementation of an Integrated Services Network in Surrey, as recommended in the 2014 Surrey Criminal Justice Recommendations Report, to provide integration of justice, health and social service agencies involved in the co-delivery of programs and services aimed at reducing crime in Surrey;
- Strengthen and modernize information management and information technology systems and outcomes management;
- Increase Lean[5] capacity and practices to support improvement of processes and services while building internal capacity;
- Work with the Provincial Cabinet Task Force on development of the provincial Disaster Risk Reduction Framework, which is in line with the Sendai Framework for Disaster Risk Reduction 2015 - 2030 endorsed by the United Nations General Assembly, to better prepare B.C. to be more disaster resilient;
- Work across ministries and other levels of government to establish overall provincial business continuity plans, including prioritization of critical infrastructure assets and services that government relies on, and continuity of government operations to ensure viability of an effective command and control structure following emergency/disaster events; and

[5] Lean is a continuous improvement philosophy that empowers employees to identify problems and create solutions. The LeanBC vision is that citizens' experience of government is improved through modernizing service delivery and streamlining government operations.

- Lead the coordination of provincial response to emergencies and disasters by ensuring the integration and prioritization of key regional and provincial stakeholders, including local authorities, First Nations, provincial and federal staff, industry leaders and the public.

Completion of succession plans for high-risk ministry positions

Performance Measure:	2016/17 Baseline	2017/18 Forecast	2018/19 Target	2019/20 Target	2020/21 Target
3.1a Number of succession plans completed for high-risk positions in the Ministry of Attorney General and the Ministry of Public Safety and Solicitor General	NOT AVAILABLE	54	60	70	80

Data Source: Results for this measure are based on records kept by the Corporate Services Management Branch. High risk positions are those that have been defined to have a specialized knowledge or skill that is critical to the business outcomes of the ministries, are challenging to recruit internally or externally, and may have a higher risk of exit compared to others in the organizations.

Linking Performance Measures to Objectives:
Succession planning is integral to the sustainability of public sector organizations and the ability of the justice and public safety sector to continue to advance its goals and objectives.

Discussion:
The goal of the succession plan development process is to continue building internal capacity to ensure that the Ministry of Attorney General and the Ministry of Public Safety and Solicitor General have the leadership skills needed now and in the future, and to strengthen workforce sustainability. Effective succession planning includes the identification of high-risk positions throughout all levels of the ministries and targeted leadership development through strategies such as knowledge transfer, mentoring and coaching.

Accessibility and timeliness of Virtual Initial Needs Determination (VIND)

Performance Measure:	2016/17 Baseline	2017/18 Forecast	2018/19 Target	2019/20 Target	2020/21 Target
3.1b Average wait time for clients to speak with a VIND staff member	28 seconds	$\leq$ 30 seconds	$\leq$ 30 seconds	$\leq$ 30 seconds	$\leq$ 30 seconds
3.1c Percentage of callers that receive immediate VIND service from an interviewer[1]	51	55	60	62	65
3.1d Average wait time from transfer by administrative staff to live pick up by an interviewer	2 minutes 43 seconds	$\leq$ 3 minutes	$\leq$ 3 minutes	$\leq$ 3 minutes	$\leq$ 3 minutes
3.1e Percentage of local family justice offices served by VIND	58	58	71	75	79

Data Source: The Family Justice Services Division, Ministry of Attorney General, utilizes an integrated computer/telephone system called Intelligent Communications Exchange (ICE) to provide VIND. The ICE system includes iceReporting, used to produce these analytics.

[1] Clients are counted as not receiving immediate service if: (a) call volume indicates they would wait more than 30 minutes and callers are offered a call back within 24 hours; (b) caller waits but chooses to leave a voice message instead of waiting further; or (c) caller hangs up.

Linking Performance Measures to Objectives:
Accessible and timely dispute resolution services contribute to the sustainability of the justice and public safety sector through increased efficiency of resource management. The VIND model was developed as a mechanism by which accessible and timely dispute resolution services are provided.

Discussion:
The Ministry of Attorney General serves families with children experiencing separation or divorce by providing information and mediation services to help resolve family law disputes outside of court. In BC there are 21 family justice centres and three justice access centres (JACs) where family justice counsellors and other staff provide services. JACs provide a unique integrated approach to early and affordable solutions to family and civil justice issues, co-locating family justice services with other service providers. A foundational piece of the JAC model is an accessible initial point of contact for citizens.

Building on the JAC model of early triage, a VIND was implemented where staff are now available by telephone to assess client needs and provide services more efficiently, particularly in more remote locations. Using a geographically dispersed team of staff, VIND enables the provision of information, early evaluation of needs and referral services remotely to clients, delivering a more standardized level of service across the province.

A 2016 evaluation of the program indicated very high levels of client satisfaction with this process and with staff competency. The evaluation further highlighted that, in comparison to previous years, more clients are being served through the VIND model and that dispute resolution and mediation services have increased in VIND supported family justice centres.

Initiated in 2015, VIND now provides services to all clients in communities served by 14 of the 21 family justice centres in the province.

Goal 4: The justice and public safety sector in British Columbia has the public's confidence

Objective 4.1 Increased public confidence in the justice and public safety sector

Key Strategies:

- Work to re-establish the Human Rights Commission;
- Hold Justice Summits semi-annually to encourage innovation and facilitate collaboration across the justice and public safety sector;
- Strengthen business intelligence and performance management systems to support strategic planning, evidence-based decision making and public accountability;
- Develop and implement *British Columbia Provincial Policing Standards*;
- Conduct independent Coroners Service investigations, inquests and death review panels into unexpected deaths, including overdose deaths;
- Strengthen consumer protection policies and legislation;
- Modernize and streamline liquor regulation and distribution practices that balance public safety and public interest considerations, and facilitate improved public and industry services;

- Ensure that policies and the regulatory framework for gambling and horse racing in B.C. are fair, appropriate and transparent to support the integrity of gambling and provide a foundation for assessing compliance;
- Support the Joint Illegal Gaming Investigation Team in its work to disrupt organized crime and gang involvement in illegal gambling and prevent criminals from using B.C. gambling facilities to legalize the proceeds of crime;
- Support effective emergency management practices through training and exercises, and promote a culture of preparedness through public education and stakeholder engagement;
- Maintain specialized regional emergency management partnership agreements with local governments, cross-border arrangements, and agreements with key stakeholders aimed at enhancing B.C.'s emergency preparedness, response and recover efforts for catastrophic or emergency events;
- Provide leadership in fire public safety education through the Office of the Fire Commissioner; and
- Administer the Structure Protection Program, in conjunction with the BC Wildfire Service, to provide crews and equipment to protect communities and infrastructure from wildland interface fires.

Public confidence in the justice system, the courts and police

Performance Measures:	2013[2] Baseline	2017 Forecast	2018 Target	2019 Target	2020 Target
4.1a Percentage of British Columbians who have confidence in the justice system and courts[1]	51	NOT AVAILABLE	52	53	54
4.1b Percentage of British Columbians who have confidence in the police[1]	74	NOT AVAILABLE	75	76	77

Data Source: Statistics Canada General Social Survey (GSS) on Social Identity. Established in 1985, Statistics Canada's GSS program was designed as a series of independent, annual, cross-sectional surveys, each covering one topic in-depth. The GSS on Social Identity is conducted every five years and includes confidence in public institutions. The most recent GSS on Social Identity was conducted in 2013, and it is anticipated it will be conducted again in 2018.

[1] Includes those respondents who stated they had a great deal of confidence or some confidence. Responses of don't know/not stated are excluded from the calculation of percentages.

[2] Data collection for this reference period is from June 3, 2013 to March 31, 2014.

Linking Performance Measures to Objectives:

The ministries are tracking long-term trends in confidence in the justice system and courts, and the police, as indicators of public confidence in the justice and public safety sector. Citizens must have confidence in the justice system, the courts and police for them to function effectively and to ensure continued public participation and support.

Discussion:

Based on the 2013 General Social Survey on Social Identity, 51 per cent of British Columbians had confidence in the justice system and courts, compared to an average of 57 per cent for all of Canada's provinces. Almost three-quarters of British Columbians (74 percent) had confidence in the police, compared to an average of 76 per cent for all provinces.

Number of *British Columbia Provincial Policing Standards*

Performance Measure:	2016/17 Baseline	2017/18 Forecast	2018/19 Target	2019/20 Target	2020/21 Target
4.1c Cumulative number of binding *British Columbia Provincial Policing Standards* approved for implementation	34	36	38	40	42

Data Source: Results are derived from records kept by the Policing and Security Branch, Ministry of Public Safety and Solicitor General.

Linking Performance Measures to Objectives:
The *British Columbia Provincial Policing Standards* serve to set benchmarks against which certain aspects of police activities are measured. They are designed to ensure the safe and effective delivery of policing and to strengthen police accountability.

Discussion:
The development of new policing standards is undertaken by the Ministry of Public Safety and Solicitor General in consultation with an advisory committee comprised of interested stakeholders. Fiscal implications are considered during the development of new standards and significant efforts are made to mitigate costs. The ministry continues to work toward developing additional standards, including those in response to the recommendations from the Missing Women Commission of Inquiry Report.

Timeliness of gaming regulation processes

Performance Measure:	2016/17 Baseline	2017/18 Forecast[1]	2018/19 Target	2019/20 Target	2020/21 Target
4.1d Licensing, Registration and Certification Score	90	90	91	92	93

Data Source: Results are derived from the Gaming Policy and Enforcement Branch information system, Ministry of Attorney General

Linking Performance Measures to Objectives:
The Gaming Policy and Enforcement Branch, Ministry of Attorney General tracks the timeliness of service delivery in meeting the branch's mandate under the *Gaming Control Act* as an indicator of efficient and effective gaming regulation processes.

Discussion:
The Licensing, Registration and Certification Score is based on five indicators of timeliness of gaming regulation processes: the percentage of certification requests that are completed within three business days; the percentage of personnel registration and lottery retailer registration requests that are completed within five business days; the percentage of gaming event license applications that are approved within licensing standards (according to class); the percentage of corporate, personnel and lottery retailer registrations that are completed at least one week before the expiration date; and the percentage of registration fees that are processed and deposited within one week.

The targets established represent an ambitious effort to increase the level of timeliness from year to year.

Resource Summary – Ministry of Attorney General

Core Business Area	2017/18 Restated Estimates[1]	2018/19 Estimates	2019/20 Plan	2020/21 Plan
Operating Expenses ($000)				
Justice Services	113,049	126,189	126,426	126,426
Prosecution Services	127,756	140,018	141,911	141,911
Court Services	103,261	109,908	110,498	110,498
Legal Services	21,894	27,870	28,824	28,824
Agencies, Boards, Commissions and other Tribunals	23,537	25,234	25,460	25,460
Liquor Control and Licensing	1	1	1	1
Gaming Policy and Enforcement	19,146	19,235	19,270	19,270
Executive and Support Services	20,666	22,014	22,120	22,120
Judiciary	74,388	79,254	80,084	80,084
Crown Proceeding Act	24,500	24,500	24,500	24,500
Independent Investigations Office	7,574	8,756	8,771	8,771
Public Guardian and Trustee Operating Account	0	0	0	0
Total	**535,772**	**582,979**	**587,865**	**587,865**
Ministry Capital Expenditures (Consolidated Revenue Fund) ($000)				
Agencies, Boards, Commissions and other Tribunals	10	10	10	10
Liquor Control and Licensing	187	0	0	0
Executive and Support Services	4,118	4,619	5,805	4,979
Judiciary	570	570	570	570
Independent Investigations Office	0	0	0	0
Public Guardian and Trustee Operating Account	363	363	363	363
Total	**5,248**	**5,562**	**6,748**	**5,922**

Core Business Area	2017/18 Restated Estimates[1]	2018/19 Estimates	2019/20 Plan	2020/21 Plan
Other Financing Transactions ($000)				
Receipts	2,900	0	0	0
Disbursements	(2,900)	0	0	0
Total Net Cash Source (Requirements)	**0**	**0**	**0**	**0**

[1] For comparative purposes, amounts shown for 2017/18 have been restated to be consistent with the presentation of the 2018/19 Estimates.
* Further information on program funding and vote recoveries is available in the Estimates and Supplement to the Estimates.

Major Capital Projects

Major Capital Projects (over $50 million)	Targeted Completion Date (Year)	Project Cost to Dec 31, 2017 ($ millions)	Estimated Cost to Complete ($ millions)	Approved Anticipated Total Capital Cost of Project ($ millions)
Abbotsford Courthouse	2020	$3	$154	$157
Construction of a new 14 room courthouse in Abbotsford adds needed court capacity in the court system Abbotsford Law Courts. The project is to be delivered as a public-private partnership, with the private partner providing the design, construction, partial financing and facility maintenance for a 30-year period following construction. Construction is to begin in 2018 with facility operations beginning in 2020.[1] The new courthouse will double the number of courtrooms available in the current facility and create over a thousand jobs during the course of construction.				

[1] Note that the Ministry of Attorney General is the project lead for reporting purposes, while the project capital budget resides with the Ministry of Citizens' Services.

Resource Summary – Ministry of Public Safety and Solicitor General

Core Business Area	2017/18 Restated Estimates[1]	2018/19 Estimates	2019/20 Plan	2020/21 Plan
Operating Expenses ($000)				
Corrections	238,225	240,540	241,667	241,667
Policing and Security	400,661	395,063	394,268	394,218
Victim Services and Crime Prevention	41,534	48,873	49,263	52,263
BC Coroners Service	15,168	16,710	16,871	16,871
RoadSafetyBC	13,027	13,355	13,458	13,458
Emergency Management BC	15,462	16,579	16,579	16,579
Executive and Support Services	23,868	24,337	24,394	24,394
Emergency Program Act	237,968	14,728	14,728	14,728
Statutory Services[2]	16,780	16,281	16,287	16,287
Total	1,002,693	786,466	787,515	790,465
Ministry Capital Expenditures (Consolidated Revenue Fund) ($000)				
Executive and Support Services	4,903	13,554	12,234	11,260
Total	**4,903**	**13,554**	**12,234**	**11,260**

[1] For comparative purposes, amounts shown for 2017/18 have been restated to be consistent with the presentation of the 2018/19 Estimates.
[2] Statutory Services includes Civil Forfeiture Account, Corrections Work Program Account, Criminal Asset Management Fund, and Victim Surcharge Special Account.
* Further information on program funding and vote recoveries is available in the Estimates and Supplement to the Estimates.

Appendix A: Ministry Contact Information and Hyperlinks to Additional Information

Domestic Violence Helpline
1-800-563-0808
Confidential; 24 hours/7 days; multiple languages

EmergencyInfoBC
Emergency Info BC is active during partial and full-scale provincial emergencies, both on this site and on Twitter via @EmergencyInfoBC. We share official response and recovery sources, as well as verified event information from trusted partners.

Families Change
Age-appropriate information to help kids, teens and parents deal with a family break-up. The website was produced by the Justice Education Society in collaboration with the Ministry of Attorney General.

Human Trafficking Helpline
1-888-712-7974
Confidential; 24 hours/7 days; multiple languages
For assistance with human trafficking cases, including emergency services, and accessing shelter, interpretation and translation services.

Office of the Fire Commissioner
1-888-988-9488
24 hours/7days

PreparedBC
Prepared BC is British Columbia's one-stop shop for disaster readiness information.

Problem Gambling Hotline
1-888-795-6111
24 hours/7days; multiple languages
Information about, or referrals to, free problem gambling education and support services.

#SaySomething
Social media site; multiple languages
Resources for domestic violence victims, perpetrators, service providers and the family members, friends and bystanders who want to help.

VictimLink BC
Call at 1-800-563-0808; Text at 604-836-6381; Email at VictimLinkBC@bc211.ca
Confidential; 24 hours/7 days; multiple languages
Provides help and information for victims of family and sexual violence, and all other crimes.

Ministers' Offices:

Honourable David Eby, QC
Attorney General
PO Box 9044 Stn Prov Govt
Victoria BC V8W 9E2
Phone: 250-387-1866
Fax: 250-387-6411

Honourable Mike Farnworth
Minister of Public Safety and Solicitor General
PO Box 9010 Stn Prov Govt
Victoria BC V8W 9E2
Phone: 250-356-2178
Fax: 250-356-2142

Media Enquiries:
Ministry of Attorney General: 778-678-1572
Ministry of Public Safety and Solicitor General: 250-213-3602

Ministry of Attorney General

Office of the Deputy Attorney General
- 250-356-0149

Office of the Associate Deputy Minister
- 250-356-0149

BC Prosecution Service
- 250-387-3840

Court Services Branch
- 250-356-1550

Gaming Policy and Enforcement Branch
- 250-387-5311

Justice Services Branch
- 250-356-6582
  - Child Protection Mediation
  - Dispute Resolution Office
  - Family Justice Centres
  - Family Maintenance Enforcement Program
  - Justice Access Centres

Legal Services Branch
- 250-356-8467

Liquor Control and Licensing Branch
- 1-866-209-2111

Ministry of Public Safety and Solicitor General

Office of the Deputy Solicitor General
- 250-356-0149

BC Coroners Service

Community Safety and Crime Prevention Branch
- 604-660-5199
  - Civil Forfeiture Office
  - Office to Combat Trafficking in Persons
  - Victim Services

Corrections Branch
- 250-387-5059

Policing and Security Branch
- 250-387-1100

RoadSafetyBC
- 250-387-7747

Office of the Deputy Minister, Emergency Management BC
- 250-356-9400

Emergency Management BC
- 250-952-4913

Office of the Fire Commissioner
- 1-888-988-9488

Appendix B: Crown Corporations, Agencies, Boards, Commissions and other Tribunals

Ministry of Attorney General

Attorney General's BC Supreme Court Rules Committee

The Attorney General's BC Supreme Court Rules Committee assists the Attorney General in making recommendations to the Lieutenant Governor in Council respecting changes to the written rules governing the conduct of litigation in the Supreme Court of British Columbia. The Committee actively pursues opportunities to simplify the language and procedures in the rules to make them more accessible to the public while seeking opportunity to enhance access to justice through the rules.

British Columbia Ferry Commission

The BC Ferry Commission is a quasi-judicial regulatory agency operating under the *Coastal Ferry Act*. The Commission regulates the ferry operator, British Columbia Ferry Services Inc. (BC Ferries) on 25 saltwater routes and is independent of the government and BC Ferries. The primary responsibility of the Commissioner is to regulate ferry fares. The Commissioner sets a price cap on the average level of fares which BC Ferries can charge, the goal of which is to balance the interests of ferry users with the interests of taxpayers while protecting the financial sustainability of the ferry operator. Other key tasks include: monitoring adherence to the terms of the Coastal Ferry Services Contract; approval of major capital expenditures; regulating unfair competitive advantage; and the approval and monitoring of BC Ferries' customer complaints process.

BC Human Rights Tribunal

The British Columbia Human Rights Tribunal is responsible for accepting, screening, mediating and adjudicating complaints under the *Human Rights Code*. It provides parties the opportunity to resolve complaints through mediation; complaints that are not resolved through mediation proceed to a hearing before the Tribunal. The Tribunal is accountable to the legislature through the Attorney General and functions independently of government on all matters related to adjudication of complaints. Orders of the Tribunal are enforceable in the British Columbia Supreme Court.

BC Lottery Corporation

The BC Lottery Corporation (BCLC) is a crown corporation governed by the Gaming Control Act. Its mandate is to conduct, manage and operate lottery, casino, commercial bingo and internet gambling in a socially responsible way for the benefit of British Columbians. BCLC is regulated by the Gaming Policy Enforcement Branch, which is responsible for regulating all gaming in the province, including horse racing and charitable gaming. BCLC also adheres to the federal financial regulator, FINTRAC, in its anti-money laundering practices.

British Columbia Review Board

The British Columbia Review Board conducts hearings to review and assess the mental condition and level of threat to the public posed by mentally disordered accused persons for the purpose of

determining whether they should be absolutely or conditionally discharged, or detained in a designated place of custody.

British Columbia Utilities Commission

The British Columbia Utilities Commission operates under the *Utilities Commission Act*, regulating utilities to ensure customers receive safe, reliable and non-discriminatory energy services at fair rates, and that shareholders of those utilities are afforded a reasonable opportunity to earn a fair return on their invested capital.

Building Code Appeal Board

Under the *Building Act (Part 4, sections 19-21)*, the Building Code Appeal Board resolves disputes regarding the *British Columbia Building Code* on whether a matter conforms to a building regulation. The *British Columbia Building Code* establishes minimum standards for residential and commercial building construction.

Civil Resolution Tribunal

The British Columbia Civil Resolution Tribunal is responsible for providing online, facilitation and adjudication services under the *Civil Resolution Tribunal Act*. It provides parties with the opportunity to resolve complaints through online self-help information and tools, through facilitation services delivered mainly by tribunal staff, and through adjudications delivered by tribunal members. The Tribunal is accountable to the legislature through the Attorney General and functions independently of government on all matters related to adjudication of complaints. Orders of the Tribunal are enforceable in British Columbia's Provincial Court and Supreme Court.

Community Care and Assisted Living Appeal Board

The Community Care and Assisted Living Appeal Board was created under the *Community Care and Assisted Living Act* to hear and decide appeals from licensing, registration and certification decisions about community care facilities, assisted living residences, and early childhood educators.

Employment Standards Tribunal

The Employment Standards Tribunal was established under the *Employment Standards Act* with a mandate to conduct appeals of Determinations issued by the Director of Employment Standards and to reconsider decisions made by the Tribunal.

Environmental Appeal Board

The Environmental Appeal Board resolves disputes related to decisions made by government officials on environmental issues. These decisions include water licences, contaminated site remediation orders, pesticide permits and the cancellation of hunting licences, among other things. The Environmental Appeal Board plays a role in ensuring the protection and wise use of the environment by providing a quasi-judicial access point for the public and industry to appeal certain government decisions.

Financial Services Tribunal

The Financial Services Tribunal hears appeals from individuals and institutions who want to contest enforcement decisions made by the Insurance Council of British Columbia, Real Estate Council of British Columbia, Superintendent of Real Estate, Superintendent of Pensions, Registrar of Mortgage Brokers and Superintendent of Financial Institutions. It provides an avenue of appeal for those who believe that they have been wrongly limited or denied the ability to work in one of the regulated occupations to which an appeal lies to the tribunal. The Financial Services Tribunal has jurisdiction to hear appeals under the following statutes: *Financial Institutions Act*, *Credit Union Incorporation Act*, *Mortgage Brokers Act*, *Real Estate Services Act*, *Pension Benefits Standards Act* and *Real Estate Development Marketing Act*.

Forest Appeals Commission

The Forest Appeals Commission resolves disputes related to decisions made by government officials on forests and the environment under the *Forest Practices Code of British Columbia Act* and continued under the *Forest and Range Practices Act*.

Health Professions Review Board

The Health Professions Review Board was created under the *Health Professions Act* to provide an independent review of certain decisions made by the self-governing colleges of designated health professions regarding the registration of their members and the timeliness and disposition of complaints made against their registrants.

Hospital Appeal Board

The Hospital Appeal Board was created under the *Hospital Act* to provide medical practitioners with an avenue of appeal from hospital board of management decisions affecting hospital privileges.

Independent Investigations Office of BC

The Independent Investigations Office was established to conduct civilian-based investigations of police officer involved incidents of death or serious harm. The Office is under the direction of the Chief Civilian Director, a position for which one cannot have ever served as a police officer.

Industry Training Appeal Board

The Industry Training Appeal Board hears appeals under section 10 of the *Industry Training Authority Act*. The Board's fundamental purpose is to provide a specialized independent, accessible and cost-effective forum for the hearing of appeals from decisions of the Industry Training Authority regarding trainees and industry training credentials.

Insurance Corporation of British Columbia

The Insurance Corporation of British Columbia (ICBC) is a provincial Crown corporation mandated by the *Insurance Corporation Act*, *Insurance (Vehicle) Act* and the *Motor Vehicle Act* to provide universal compulsory auto insurance (Basic insurance) to drivers in B.C., with rates regulated by the British Columbia Utilities Commission. Similar to other vehicle owners across Canada, motorists in B.C. are required by law to purchase a minimum level of Basic vehicle insurance. In addition to

providing Basic vehicle insurance, ICBC offers various Optional vehicle insurance coverages, including extended third-party liability, collision, and comprehensive and vehicle storage.

Investigation and Standards Office

The Investigation and Standards Office is an independent body of the Ministry of Attorney General. Its responsibilities include: investigating complaints made by inmates at provincial correctional centres and probationers supervised in the community; reviewing inmate disciplinary appeals; inspecting facilities and processes used by court services; and participating in critical incident reviews conducted by BC Corrections, or as determined by the director.

Judicial Council of the Province of BC

The *Provincial Court Act* of B.C. establishes the Judicial Council, a body of nine people with responsibility for improving the quality of services provided by the judicial officers of the Provincial Court. Its main functions are to advise the government on the appointment of Provincial Court judges and judicial justices and, when necessary, to undertake inquiries into their conduct. Its duties under the *Provincial Court Act* include: screening candidates applying for appointment as judges and judicial justices, and retired judges' applications for reappointment; conducting inquiries regarding the conduct of judges and judicial justices; considering proposals for improving the Court's judicial services' continuing education of judicial officers; preparing and revising, in consultation with the judicial officers, a Code of Ethics for the judiciary; and reporting to the Attorney General on matters which the Attorney General considers necessary.

Labour Relations Board

The Labour Relations Board has a mandate to mediate and adjudicate employment and labour relations matters related to unionized workplaces. The *Labour Relations Code* establishes the Board and governs all aspects of collective bargaining amongst the provincially-regulated employers and employees. This includes the acquisition of collective bargaining rights, the process of collective bargaining, the settlement and regulation of disputes in both the public and private sectors, and the regulation of the representation of persons by their bargaining agents.

Legal Services Society

The Legal Services Society provides legal aid in British Columbia as set out in the *Legal Services Society Act*. Services include legal information and advice to, and representation of, people with low incomes. The Province provides most of the society's funding, but the Legal Services Society remains independent of government. The society reports its activities to government through the Attorney General and determines the range of services it will provide within the framework of a memorandum of understanding negotiated with the Attorney General every three years.

Liquor Distribution Branch

The Liquor Distribution Branch (LDB) is one of two branches of government responsible for the beverage alcohol industry in B.C. The *Liquor Distribution Act* gives the LDB the sole right to purchase beverage alcohol both within B.C. and from outside the province, in accordance with the federal *Importation of Intoxicating Liquors Act*. As the sole buyer and re-seller of liquor in the province's mixed public-private model, the LDB is one of the largest liquor purchasers in the world.

Mental Health Review Board

The Mental Health Review Board was created under the *Mental Health Act* to conduct hearings to review and decide whether persons certified /detained at any mental health facility in B.C. should continue to be certified /detained based on criteria in the Act. The Board's function is to ensure that patients who are certified by physicians and detained involuntarily in provincial mental health facilities have access to an objective and timely review process.

Notaries Public Board of Examiners

BC Notaries provide non-contentious legal services to the public. The purpose of the Board of Examiners is to conduct and mark the statutory examinations of all applicants for enrolment as members of the Society of Notaries Public of British Columbia.

Oil and Gas Appeal Tribunal

The Oil and Gas Appeal Tribunal is an agency tribunal that hears appeals from decisions of the Oil and Gas Commission which include certain orders, declarations, findings of contravention, administrative penalties and permitting decisions in relation to an 'oil and gas activity' such as geophysical exploration, the construction or operation of a pipeline, road construction, and the production, gathering, processing, storage or disposal of petroleum, natural gas or both.

Property Assessment Appeal Board

The Property Assessment Appeal Board was established under the *Assessment Act* and is the second level of appeal following the Property Assessment Review Panels. The most common issues in assessment appeals deal with the property's market value, fairness compared to the assessments of other similar properties, property classification and exemptions from taxation.

Public Guardian and Trustee of British Columbia

The Public Guardian and Trustee is a corporation sole established under the *Public Guardian and Trustee Act* with a unique statutory role to protect the interests of British Columbians who lack legal capacity to protect their own interests. The mandate of the Public Guardian and Trustee is to: protect the legal and financial interests of children under the age of 19 years; protect the legal, financial, personal and health care interests of adults who require assistance in decision making; and administer the estates of deceased and missing persons.

Safety Standards Appeal Board

The Safety Standards Appeal Board was created under section 43 of the *Safety Standards Act*. The Board hears appeals of decisions made under the *Safety Standards Act* by provincial safety officers and safety managers. The Board also hears appeals of decisions made by the Registrar of the Homeowner Protection Office under the *Homeowner Protection Act*.

Surface Rights Board

The Surface Rights Board was established under the *Petroleum and Natural Gas Act (PNGA)*. Under the *PNGA, Mining Right of Way Act, Mineral Tenure Act, Geothermal Resources Act,* and *Coal Act*, the Board has jurisdiction to resolve disputes between landowners and companies that require access

to private land to explore for, develop, or produce Crown-owned subsurface resources such as oil, gas, coal, minerals and geothermal.

Ministry of Public Safety and Solicitor General

Consumer Protection BC

Consumer Protection BC was established in 2004 under the *Business Practices and Consumer Protection Authority Act* and, as delegated by the provincial government, is responsible for administering British Columbia's consumer protection laws – namely the *Business Practices and Consumer Protection Act*, the *Cremation, Interment and Funeral Services Act*, and the *Motion Picture Act* – along with a variety of associated consumer protection regulations. It is a not-for-profit corporation that protects consumers and encourages a fair marketplace in the province.

Motor Vehicle Sales Authority of British Columbia

The Motor Vehicle Sales Authority of British Columbia is an administrative authority delegated by the provincial government to administer and enforce the *Motor Dealer Act* and its regulations, as well as the *Business Practices and Consumer Protection Act* as it relates to the sale of motor vehicles. Founded in 2004 and formerly named the Motor Dealer Council of BC, the agency became one of the first examples of government's new approach for administering public policy through a delegated administrative authority.

Police Boards

Under the *Police Act* in British Columbia, municipal police departments are overseen by an appointed police board consisting of civilian members of the community. Police Boards act as the conduit between the community and the police. Police Boards set the priorities, goals and objectives for the department and are responsible for developing the annual department budget.

Appendix C: Combined Forces Special Enforcement Unit – British Columbia

In 1999, the Organized Crime Agency of British Columbia (OCABC) was created as an independent Designated Policing and Law Enforcement Unit under the *Provincial Police Act*.

In 2004, the Combined Forces Special Enforcement Unit-British Columbia (CFSEU-BC) was developed in consultation with the provincial government as an initiative to integrate the OCABC, the municipal police departments, and the RCMP. The Board of Governance for the OCABC also acts as the Board of Governance for the CFSEU-BC. The Board is comprised of: the Deputy Commissioner Pacific Region and Commanding Officer "E" Division RCMP; the President of the BC Association of Chiefs of Police; the President of the BC Association of Municipal Chiefs of Police; and the Chief Constable of the Vancouver Police Department. The Board determines the strategic direction of the CFSEU-BC and ensures its operational priorities are aligned with the policing priorities for British Columbia. The CFSEU-BC operates under the RCMP policies and procedures. Board members do not receive any remuneration.

The Chief Officer in charge of the CFSEU-BC leads an executive team comprised of civilian members in addition to regular RCMP and Municipal officers seconded from across the province. The CFSEU-BC Gang Enforcement Unit, Investigation Teams, and the Joint Illegal Gaming Investigation Team are just a few of the teams that fall under the responsibility of the CFSEU-BC. Offices for the CFSEU-BC are located in the Lower Mainland, Prince George, Kelowna, and Victoria.

The mission of the CFSEU-BC is to facilitate the disruption and suppression of organized crime that affects British Columbians. Its mandate is to investigate, prosecute, disrupt, and suppress criminal organizations, consistent with local, regional, national, and international priorities. The CFSEU-BC also supports other agencies by assisting in organized crime and major crime investigations. More information can be found at: www.cfseu.bc.ca.